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12 June 2008

To Whom It May Concern,

As Gemini Corporation continues to grow, the need to develop a comprehensive performance improvement plan has become more critical. We worked with Synovia to successfully tackle this challenge.

Synovia's methodology helped a broad range of our key staff to grasp Gemini's big picture while detailing tangible actions that needed to be taken. They made it possible for everyone to understand how low level activities contribute to the success or failure of the high level goals. The methodology helped participants to arrive at practical decision points that could be actioned rather than theoretical concepts.

With Synovia's support we achieved what we set out to achieve. Further, even though Synovia waded into a political and hotly contested area, they came out of it with a high level of consensus and positive feedback from participants. We look forward to working with Synovia in the future as we continue down our path to service excellence.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Brookwell", written in a cursive style.

Robert Brookwell
Chief Financial Officer
Gemini Corporation